

METHOD AND SYSTEM FOR DETERMINING
SERVICE RESOURCES ALLOCATION

Inventors: Thomas L. Hill, et al

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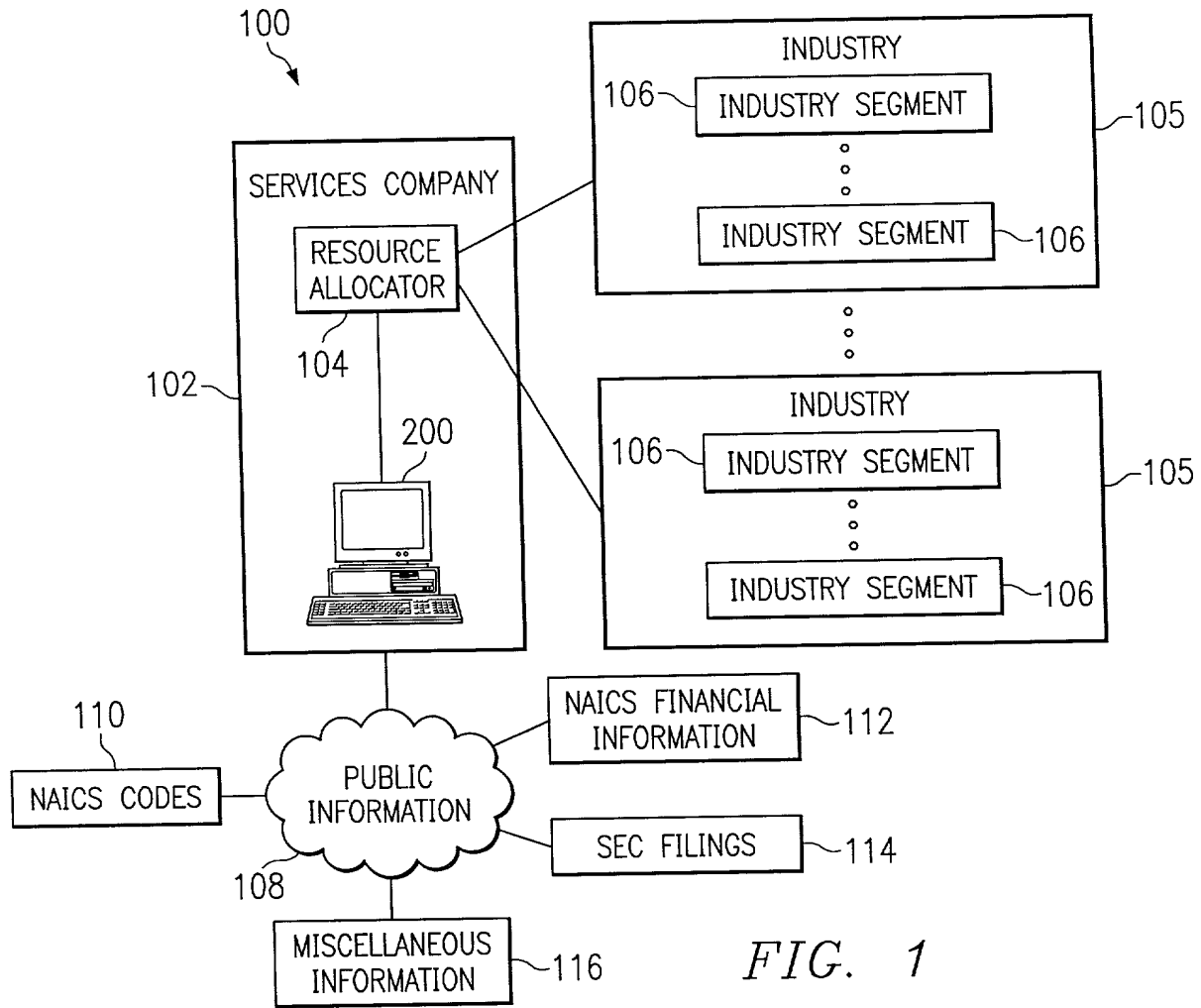


FIG. 1

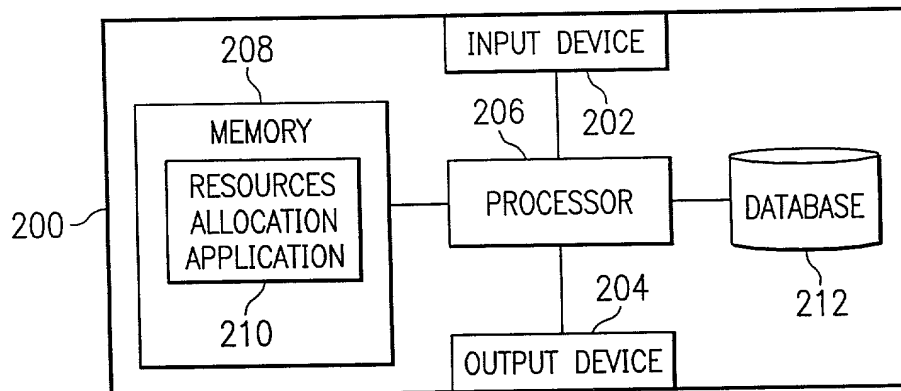


FIG. 2

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FIG. 3A

300

105 UTILITIES INDUSTRY	108					
	306 NET SALES	308 GROSS PROFIT	310 NUMBER OF FIRMS	312 NAICS CODE LIST	314 INPUT NAICS CODES	316 OUTPUT NAICS CODES
WATER	5,446,264	1,879,530	423			
ELECTRICITY	168,876,001	23,746,583	930			
OIL AND NATURAL GAS	399,116,052	140,609,132	1,347			
CHEMICALS	178,685,556	66,999,551	1,306	331311	212299	
MINING	84,788,688	20,439,000	265	212299		331311
105 FINANCIAL AND TRANSPORTATION						
FINANCIAL INSTITUTIONS	65,835,345	6,873,171	3,339			
REAL ESTATE	93,709,550	42,395,013	1,050			
RAILROAD	11,948,493	4,809,698	108			
CAR	6,729,109	2,902,039	319			
BUS	9,331,736	3,768,495	208			
TRUCK	9,869,247	3,627,683	4,347			
WATER	130,241,231	47,646,424	139			
AIR	38,640,404	13,351,572	373			

TO FIG. 3B

TO FIG. 3F

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FIG. 3B

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302 — GENERIC
VALUE STREAM

OPERATIONAL
VARIABLES

320

318

MARKET IDENTIFIED	PRODUCT DESIGNED/ ENGINEERED	PRODUCT MANUFACTURED	PRODUCT STORED, DISTRIBUTED	CUSTOMER AWARE OF NEED
			PORTABLE SECURE	
	324	326		
	GENERATION (\$3,630,842) (66,7%)			
	EXPLORATION	PRODUCTION	DISTRIBUTION	
	EXPLORATION	PRODUCTION		
		REFINING CHEMICAL PLANT		
		EXTRACTION SMELTING		
		MANUFACTURING		

FROM FIG. 3A

TO FIG. 3C

TO FIG. 3G

TO FIG. 3A

FROM FIG. 3H

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FIG. 3D

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FROM FIG. 3C	304				TO FIG. 3E
	PRODUCT INSTALLED	CUSTOMER PAYS FOR PRODUCT	CUSTOMER USES PRODUCT	CUSTOMER NEEDS PRODUCT HELP	
320	EASY	INVOICE	UNDERSTAND	QUICK	
	NOT TIME CONSUMING	EASY TO UNDERSTAND TRANSACTION PAYMENT	VALUE MEASURE CUSTOMER VALUE RECEIVED	RESPONSE FOLLOW-UP	
FROM FIG. 3C	CUSTOMER				TO FIG. 3E
	CUSTOMER (\$815,422) (15.0%)				
	CUSTOMER				
	CUSTOMER				
	CUSTOMER				
TO FIG. 3I					

TO FIG. 3I

FIG. 3D

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FIG. 3E

320

FROM FIG. 3D

PRODUCT IS RETURNED OR EXCHANGED	PRODUCT REPAIRED	CUSTOMER NO LONGER NEEDS PRODUCT	PRODUCT USAGE	322
PROBLEM RESOLUTION CERTIFICATION	REPAIR QUALITY REPAIR SPEED	NEXT PRODUCT FOLLOW-UP ASSIST CONVERSION		COMPANIES IN THE INDUSTRY
				AMERICAN WATER WORKS CO. INC., UNITED WATER RESOURCES INC...
				TXU, TVA, PEPCO, SOUTHERN COMPANY, EDISON INTERNATIONAL...
				SHELL CO., EXXON CO., TEXACO CO., ARCO...
				EASTMAN, DOW CHEMICAL, AVON, TWINLAB CORP., PFIZER INC., ...
				THE DeBeer's CO., VULCAN MATERIALS CO., CYPRUS AMAX MINERALS CO...

				MERRILL LYNCH, CHARLES SCHWAB, CITYBANK, NASDAQ, NYSE...
				CENTURY 21, RE/MAX...
				AMTRAK, METROLINER, UNION PACIFIC...
				GM, FORD, CHRYSLER, TOYOTA, HONDA...
				GREYHOUND, COACH USA, SUPERSHUTTLE ...
				UNITED PARCEL SERVICE, ADVANTAGE...
				CARNIVAL, PRINCESS, ROYAL CARIBBEAN
				UNITED, DELTA, AMERICAN, CONTINENTAL, US AIRWAYS...

TO FIG. 3J

FIG. 3E

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FIG. 3F

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FROM FIG. 3A

105	HEALTHCARE						
	TRANSPORTATION SERVICES	23,519,205	8,527,046	1,431			
106	OFFICES AND CLINICS	8,210,886	4,188,961	845			
	CARE FACILITIES/SERVICES	31,783,481	16,073,733	1,875			
	HOSPITALS	60,922,583	36,628,765	1,373			
	LABORATORIES	4,647,680	2,482,236	183			
	HEALTHCARE SERVICES	14,650,727	6,927,555	1,874			
105	COMMUNICATION, ENTERTAINMENT, MEDIA						
	PRINTED PRESS	8,543,479	4,338,712	779			
106	TELEPHONE	7,898,177	3,592,537	1,126			
	RADIO, TELEVISION, AND CABLE	19,057,640	9,829,011	390			
	MOVIE AND THEATER PRODUCTION	48,152,544	8,033,144	783			
	FITNESS/SPORTS	26,530,056	13,984,357	1,279			
	RECREATIONAL FACILITIES	14,457,679	10,485,174	783			
105	PRODUCTS AND RETAIL						
	AUTOMOTIVE	247,029,205	4,884,917	4,379			
106	INDUSTRIAL MANUFACTURING	14,493,862	80,459,316	4,803			
	HIGH TECH	79,020,522	29,649,797	5,273			
	AEROSPACE AND DEFENSE	18,560,972	5,505,786	264			
	RETAIL	331,815,270	79,035,706	52,666			

TO FIG. 3G

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Table 1. Demographic characteristics of the study population	
Age (years)	65.0 ± 10.0
Gender	
Male	50 (50.0%)
Female	50 (50.0%)
Education (years)	12.0 ± 2.0
Marital status	
Married	40 (40.0%)
Single	10 (10.0%)
Widowed	40 (40.0%)
Divorced	10 (10.0%)
Occupation	
Retired	40 (40.0%)
Unemployed	10 (10.0%)
Employed	40 (40.0%)
Income (USD/month)	1000.0 ± 200.0
Health status	
Good	40 (40.0%)
Fair	10 (10.0%)
Poor	40 (40.0%)
Medication use	
Yes	40 (40.0%)
No	10 (10.0%)
Comorbidities	
Hypertension	20 (20.0%)
Diabetes	10 (10.0%)
Cholesterol	10 (10.0%)
Arthritis	10 (10.0%)
Depression	10 (10.0%)
Other	10 (10.0%)

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FIG. 3H

FROM FIG. 3C

FROM FIG. 3G				

[illegible]

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FIG. 3J

FROM FIG. 3E

FROM FIG. 3I

				AAA, AIR EXPRESS, GEOLOGISTICS, GATX CORP...
				PHYCOR INC., OMEGA HEALTH SYSTEM INC...
				MANOR CARE INC., MONARCH DENTAL CORP...
				COLUMBIA / HCA HEALTHCARE CO., MERCY HEALTH SERVICES...
				QUEST DIAGNOSTICS, UNILAB CORP., US DIAGNOSTICS...
				KINDERCARE LEARNING CENTERS INC., BRIGHT HORIZONS...
				THE WASHINGTON POST, TIME, RANDOM HOUSE...
				AT&T, MCI, SPRINT, GTE...
				TIME-WARNER, NBC, ABC, FOX, CBS, CNN, HBO, SHOWTIME
				PARAMOUNT PICTURES, UNIVERSAL STUDIOS, METRO-GOLDWYN MAYER...
				BALLY'S TOTAL FITNESS, GOLD'S GYM, LARRY NORTH TOTAL FITNESS...
				SIX FLAGS, WALT DISNEY CO., SMITHSONIAN INSTITUTE...
				SPARTAN MOTORS, GM, AUTOZONE...
				US TIMBERLANDS CO., LIBERTY HOMES INC. ...
				EDS, IBM, MICROSOFT, MOTOROLA, ORACLE...
				BOEING, LOCKHEED-MARTIN, ROLLS-ROYCE...
				SEARS, WALMART, KROGER, BRINKER INTERNATIONAL INC. ...

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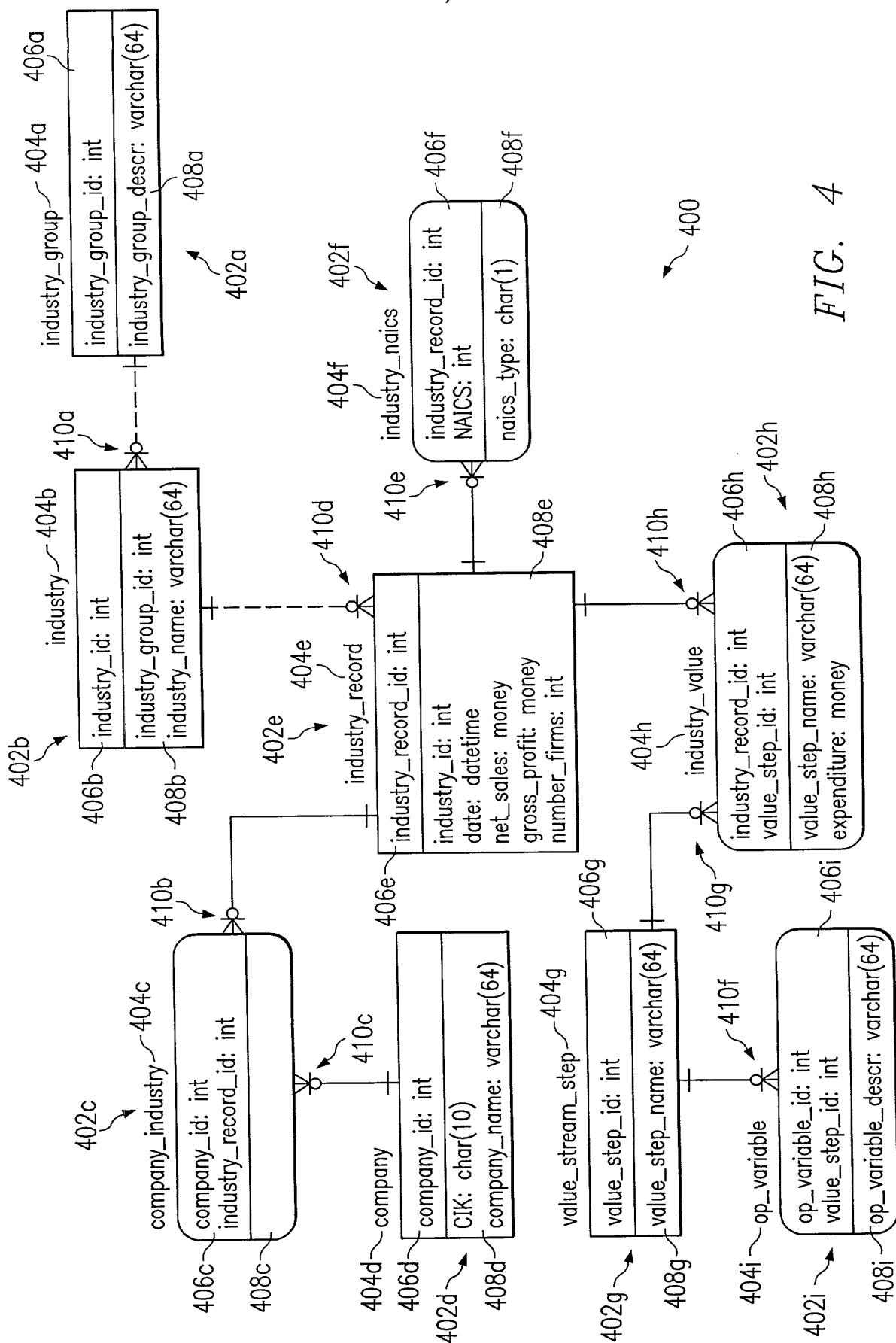


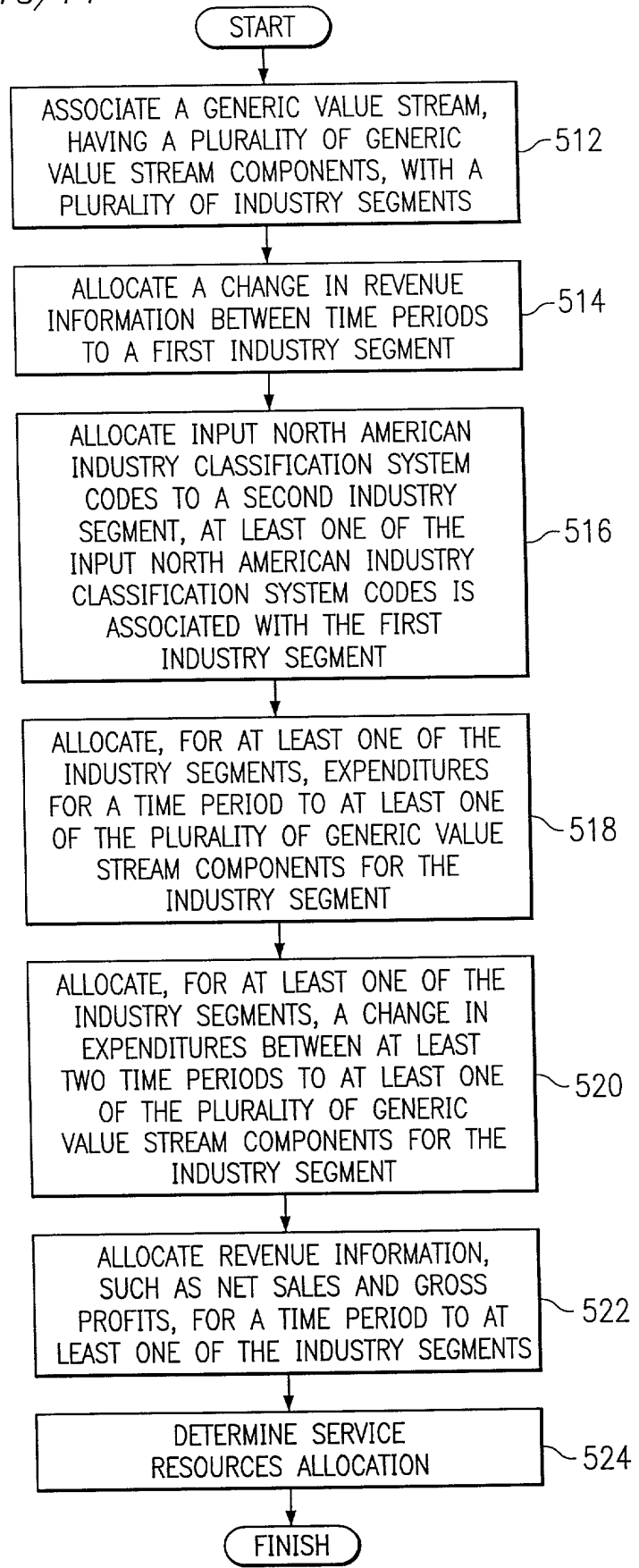
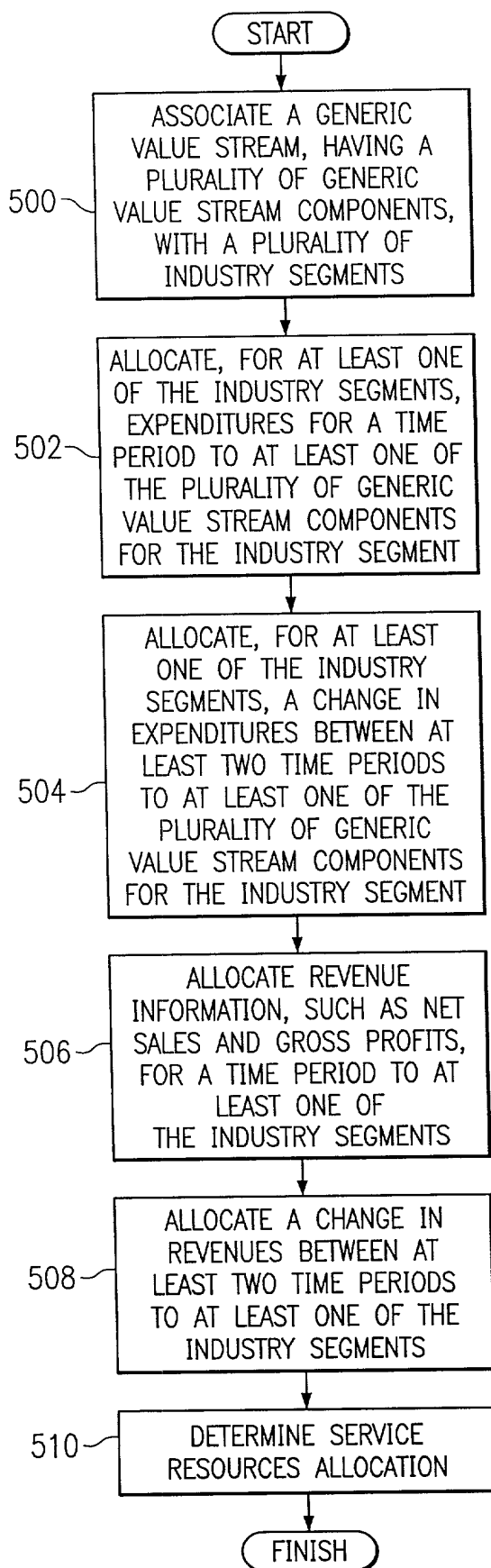
FIG. 4

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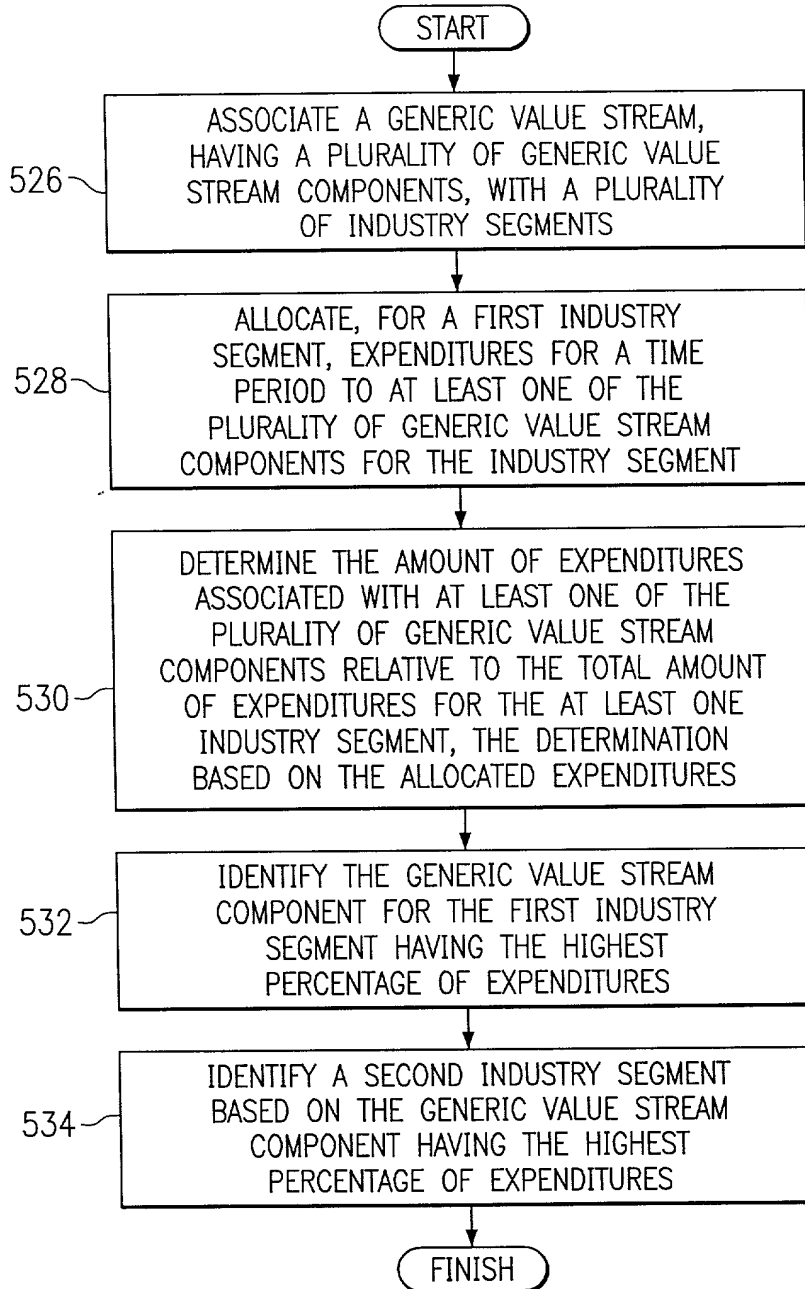


FIG. 5C